

Melbury Rooms & Studios

Terms and Conditions of Booking

These terms were superseded on 21st June 2024

Only bookings made prior to this date are subject to these terms

The terms and conditions below apply to all guests on whose behalf a booking is made (“you/your”) and forms your contract with Melbury Rooms & Studios (“we/us/our”).

1. BOOKINGS MADE DIRECTLY WITH US

- 1.1 **Booking, Prices, and Offers:** Bookings may be made online (melburyexeter.co.uk), over the phone (01392 984635), or in-person. Offers, prices, and room details are correct at the time of quotation, inclusive of VAT at the prevailing rate, and may be changed or withdrawn before the booking is confirmed.
- 1.2 **Confirmation:** Your booking is only confirmed and accepted when we send you a booking confirmation. Until that time, no contract exists between us and you. You must contact us immediately if any details are incorrect.
- 1.3 **Deposit:** A minimum deposit of £25 plus 10% of the total value of the booking is required to confirm your booking. Payment is due in full within 5 days of arrival. The deposit is non-refundable 12 hours from confirmation of our booking.
- 1.4 **Balance:** Any outstanding balance is due at least 5 days prior to arrival. This will be taken automatically using the card details provided for the deposit, unless otherwise agreed. Non-payment of your balance may result in cancellation without refund and/or loss of any discount.
- 1.5 **Cancellation:** You will not be liable for any remaining balance (and any further payments made beyond your original deposit will be refunded) if we receive your request to cancel your booking before 3pm five days before your arrival date. If we receive your cancellation request after this time, then you remain liable for 100% of the room rate, except for stays of over 28 nights, for which only the first 28 nights shall remain due. You must send your cancellation request to us by email (stay@melburyexeter.co.uk) or post (Melbury Rooms & Studios, 4 Queens Crescent, Exeter EX4 6AY), quoting your full name and dates of stay. If notifying us by post, you should call us first so we can register your intent to cancel immediately in case of any postal delays. No refund shall be given under any circumstances in respect of non-arrival, unused nights, or stays cut short.

2. BOOKINGS MADE VIA AN AGENT (AIRBNB, BOOKING.COM, etc.)

- 2.1 You will have agreed and be subject to the agent’s own booking terms and conditions. All booking details, confirmations, and payments are handled by that agent, whose deposit and payment schedules may differ. We do not receive payment until after your arrival.
- 2.2 Any queries in respect of your booking details, payments, and cancellations must be directed to that agent.

- 2.3 Although we are responsible for the content published on our own website and any other direct marketing, we cannot guarantee the accuracy of information published by third parties, including online travel agents. While we endeavour to ensure that all information is correct at the time of publication, it is published without warranty.

3. SPECIAL REQUIREMENTS

- 3.1 If you have any special requirements or requests, especially those relating to accessibility, you must inform us at the time of booking.
- 3.2 We will make all reasonable effort to accommodate your needs, but special requests shall not become a condition of your booking and are subject to availability.
- 3.3 We shall not be held liable if you discover upon arrival that your accommodation is unsuitable due to a special requirement of which you did not make us aware.

4. ARRIVAL, STAY, AND DEPARTURE

- 4.1 We will send you check-in instructions by 1pm on the day of your arrival via email and/or SMS. You may check in from 3pm.
- 4.2 During your stay, we are always contactable via email, message, or phone, details of which will be provided in your room.
- 4.3 The number of persons in your accommodation, including children and infants, must not exceed the stated number of persons on your confirmation at any time.
- 4.4 Replacement set of keys in the event of loss will be charged at £50 per room.
- 4.5 You must vacate your room by 11am on the morning of your departure. Late departures may incur an additional fee of £50.
- 4.6 Before you leave, we would appreciate if you could follow the check-out instructions provided in your room, particularly with regard to: stripping your bed; removing all rubbish to external bins; returning furniture to its original position; and turning off lights and appliances.
- 4.7 Please check you have not left any personal belongings behind, as lost property cannot be held indefinitely and is liable to be disposed of if not promptly claimed.

5. WHAT WE PROVIDE

- 5.1 **Linen and Towels:** We provide towels and bed linen, which are changed weekly for longer stays or available for a charge if required at more frequent intervals.
- 5.2 **Welcome Amenities:** All accommodation is on a self-catering basis. Toilet roll, soap, shampoo, and shower gel are also provided as a welcome amenity for your convenience, but they are not replenished during your stay.

- 5.3 **Communal Kitchen:** The shared kitchen on the ground floor provides all you need for the preparation, cooking, and refrigerated storage of your own food, plus washing up liquid, cloths, etc. Studios have kitchenettes, which are equipped with their own set of self-catering equipment and appliances.
- 5.4 **Laundry Facilities:** Washing and drying machines are coin-operated and located on the ground floor.
- 5.5 **Outdoor Areas:** A courtyard area to the rear of the property with seating is at your disposal during your stay. There is also a designated smoking area.
- 5.6 **Parking Permits:** We offer daily permits for a small additional charge that allow you to park in residents' parking bays nearby. Please note that we do not offer private or reservable parking spaces. Spaces are subject to availability and permits become strictly non-refundable from 12pm on the day of your arrival.
- 5.7 Although we make every effort to ensure the availability of all advertised facilities, we reserve the right to alter or close certain facilities without notice. We will endeavour to advise you of any changes as soon as practicable. We shall not be held liable in respect of non-availability due to circumstances beyond our control.

6. HOUSE RULES

We aim to provide a quiet and relaxed environment with as few rules as possible. Therefore, the rules that do exist are for the benefit of all guests.

- 6.1 We reserve the right to terminate your stay and request you to leave if: (a) you or any member of your party contravene these House Rules or any other reasonable instruction given by our staff or agents during your stay; or (b) we deem, in our reasonable opinion, that your or your party's conduct is of detriment to our staff, management, contractors, or other guests. Under these circumstances, no refund shall be given.
- 6.2 For everyone's enjoyment, we ask that you leave communal areas in the state in which you found them. Please wash up, dry, and put away any equipment that you use and wipe down any surfaces with the cleaning products provided. You may take crockery and cutlery from the communal kitchen to your room, but please return, wash, dry, and put it back.
- 6.3 If you cause loss or damage to any part of our premises or inventory, we reserve the right to claim cost of replacement or repair from you.
- 6.4 Between 11pm and 8am, you should move quietly in all communal areas.
- 6.5 The usage of vaporisers, e-cigarettes, tobacco, or any other smoking device is against the law and prohibited in all areas of our property, except in the designated outdoor smoking area. You will incur a charge of £100 for smoking indoors.
- 6.6 If you are found to have tampered or interfered with any fire detection, alarm, or distinguishing equipment (other than in the event of an actual fire), you will be charged with any costs we incur to rectify the result of such tampering or interference.

- 6.7 You may not use any heaters, stoves, hobs, ovens, or cooking appliances (whether powered by gas or electricity) other than those we provide to you.
- 6.8 You may not use candles, BBQs, fireworks, campfires, sky lanterns, or other pyrotechnic items.
- 6.9 You may not operate cameras, unmanned aerial vehicles, or other equipment for commercial photography or videography without our prior written agreement.
- 6.10 We will not tolerate behaviour towards our staff, agents, contractors, or other guests that constitutes discrimination on the grounds of age, disability, gender identity, race, religion, belief, or sex, or sexual orientation.
- 6.11 Dogs and other domesticated animals are not permitted, with the exception of recognised assistance animals, of which we must be notified prior to your arrival.
- 6.12 We shall not be held liable for any personal injury, death, loss, or damage to persons or property, howsoever caused, unless it results from our negligence.

7. YOUR FEEDBACK

- 7.1 If you have any comments, good or bad, during your stay, please direct these to us at the time. This will allow us to verify and deal with your comments in a timely and appropriate manner. Should you feel that we were unable to assist you appropriately in-person, you must write to us within 14 days of the end of your stay. We are unable to verify or deal with any issue about which we were not notified at the time it arose.

These terms and conditions may be updated from time to time. However, the terms and conditions that were published at the time of receiving your original booking confirmation shall prevail for the purposes of your stay.

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